

Commonwealth Office of Technology

Rated Service Description

Wintel Application / Database Server Support		Rate
WN10	<p>Per server, per month</p> <p>The WN10 service reflects COT's overall responsibility for Wintel Application/Database Server support as described below:</p>	\$500
WN10	<p>Includes the following HARDWARE</p> <p>A Commonwealth-standard, "commodity" server as defined by the Commonwealth Enterprise Architecture Standards. Currently being updated to reflect a single or double rack-mountable server, up to two CPU's, 3 - 73 GB hard drives, 2 GB of RAM, and standard accessories.</p> <p>Hardware replacement: The replacement horizon is determined by COT and generally follows a 3-5 year cycle. Replacement specifics are dependent upon initial cost, vendor warranty, system software maintenance fees and/or agency application requirements</p> <p>Hardware maintenance costs: If the server hardware warranty has expired and COT elects not to replace the server immediately.</p>	
WN10	<p>Includes the following SOFTWARE</p> <p>A single license for the Commonwealth Standard, Windows Operating System</p>	
WN10	<p>Includes the following SERVICES</p> <p>Initial procurement activities, setup and installation (typically within the confines of the Commonwealth Data Center)</p> <p>Installation of the Commonwealth-standard Windows Operating System, and database software if required.</p> <p>Hardware and operating system software configuration management</p> <p>Scheduled upgrades to the Commonwealth-standard Windows Operating System</p> <p>Intrusion detection and non-application security management</p> <p>Connectivity to the Commonwealth's private data communications network</p> <p>Servers at the Commonwealth Data Center are housed in a secured facility with conditioned power and climate controls.</p> <p>Continuous monitoring of the Operating System</p> <p>24 X 7 X 365 access to the Commonwealth Service Desk</p> <p>Support staff is available on-site Monday - Friday, 7:00am to 5:00pm. Personnel are on-call for emergency after-hours support</p>	
WN10	<p>To Initiate Service or Report a Problem with this service</p> <p>Please contact the Commonwealth Service Desk:</p> <ul style="list-style-type: none">• 24x7 Phone support: 502-564-7576• Toll free support number: 800-372-7434• Via e-mail CommonwealthServiceDesk@ky.gov <p>You will need to complete the F-180 form and the Server Request form and submit both forms to the Commonwealth Service Desk when you request to initiate this service. These forms can be found at: http://technology.ky.gov/support/cot_forms.htm.</p>	

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WN10 Additional Service Clarifications

COT reserves the option to classify any particular server or collection of servers as "Enterprise Class". Enterprise-Class server support rates, terms and conditions are negotiated between COT and the customer agency.

Prior to initiation of COT support, the agency will bear all costs associated with initially upgrading and/or replacing any server hardware or software component to comply with Commonwealth architectural standards.

External disk storage is usage-based and billed separately.

Backup and recovery services are available but are not included in the rate.

Disaster Recovery protection is available but is not included in the rate.

Database software license and maintenance costs are not included in the rate, but can be passed-thru to the agency.

Database creation and modification are not included in the rate, but can be performed on an hourly basis at the current CS30 rate.

No application software support or assistance of any kind is included in the rate. Any application software assistance requested for commercial, off-the-shelf applications will be billed hourly at the current CS30 rate (support for Kentucky-developed apps may be billed via the CS10 rate).

COT manages application software changes to production servers via the Change Management process. Non-scheduled and/or emergency application software changes require Emergency Change Management approval. Any changes requiring administrative authority (admin rights to the server) must go through this process.

If an agency initiates an "incident ticket" for a component(s) covered by the rated service, and it is ultimately determined the issue was application-related, COT will bill the agency at the applicable hourly support rate.